UNITED NATIONS **ST**

Secretariat

ST/IC/1997/22
3 April 1997

INFORMATION CIRCULAR

To: Members of the staff

From: The Assistant Secretary-General for Conference and Support Services

Subject: REVISED RATES FOR TELEPHONE AND FACSIMILE SERVICE USING THE UNITED NATIONS GLOBAL NETWORK

1. All users of the United Nations global network are advised that staff are responsible for charges incurred using the network, and that departments and offices are responsible for collecting charges for personal calls from staff. Departments/offices and staff may wish to keep logs of their calls, whether using the United Nations global network or commercial services, and whether personal or official.

2. Effective immediately, the rates for telephone and facsimile calls have been revised. Rates for network services are applied regionally and charged on a per-minute basis. The rates apply to all telephone calls or facsimile transmissions made over the United Nations network. The rates for telephone and facsimile are as follows:

From New York to:	Rate (US$ per minute)
Europe	0.25
Asia	0.72
Latin America	0.50
Africa	0.80

3. At present, leased circuits ("tie lines") are available to all duty stations on a cost recovery basis. If a call to any of the destinations listed above is made via the commercial network (by dialling the international access code, 011), the United Nations Headquarters telephone system will automatically route the call or facsimile transmission over the tie line, since the internal

United Nations rates are less expensive than commercial tariffs. In the unlikely event that all of the circuits for a given tie line are busy, the call will be automatically routed over commercially available circuits.

4. It is also possible to use the United Nations network to place calls to peacekeeping missions and other field locations which are listed in the annex to the present circular. Departments placing calls to these destinations are charged at the prevailing internal network rates.

5. When calls are placed to destinations which are not on the United Nations network, these calls will be charged to departments at standard (non-discounted) commercial rates. Callers who use commercial services should be cautioned that these rates can be quite costly, particularly to destinations where commercial competition does not exist.

6. The cost for personal calls, whether over the United Nations global network or routed over commercial circuits, will be recovered by the Executive Office directly from the staff members who have placed the calls. Staff who place personal calls from United Nations telephones should be reminded of two things. Using the United Nations network for private calls may mean that an official call is delayed owing to network overloads, such that official United Nations business is affected. Secondly, if a personal call has to be routed over commercial circuits, the cost of the call (which is charged at non-discounted rates) will likely be greater than if it is placed from the staff member's home telephone. Staff are therefore encouraged, whenever possible, to avoid placing personal calls using the United Nations network. When this is unavoidable, staff are advised to limit the length of such calls.

Annex

NEW YORK TO:	SATELLITE LINK	MISSION OR OFFICE	VOICE NUMBER	FAX NUMBER
Angola	Luanda	UNAVEM III	Switchboard: 31733+0 Switchboard: 31734 Switchboard: 31950 Switchboard: 33011 Switchboard: 33470 Switchboard: 33472 Switchboard: 33474 Switchboard: 33350+0 Switchboard: 34145 Switchboard: 34157	Comm. Centre: 31951 Comm. Centre: 33473 Comm. Centre: 33350+5272 Comm. Centre: 33350+5322 Comm. Centre: 33350+5333
Bosnia and Herzegovina	Sarajevo	UNMIBH	Switchboard: 39957	Comm. Centre: 32838
Burundi	Bujumbura	Special Representative of the Secretary-General	Comm. Centre: 32842	Comm. Centre: 32844
Croatia	Zagreb	UNTOFY	Operator: 32656 Operator: 32657 Operator: 32658 Switchboard: 32659+4555	Comm. Centre: 32655
Cyprus	Nicosia	UNFICYP	Comm. Centre: 33006 Comm. Centre: 33007 Operator: 39950+433	Comm. Centre: 33007+12 Comm. Centre: 39947
Eastern Slavonia	Vukovar	UNTAES	Switchboard: 39963	Comm. Centre: 39963 ext. 6060
Guatemala	Guatemala City	MINUGUA	Operator: 39941 Operator: 39942	Comm. Centre: 39940
Georgia	Pitsunda	UNOMIG	Switchboard: 39562 Switchboard: 39563 Switchboard: 39566+238	Comm. Centre: 39561
Haiti	Port-au-Prince	UNSMIH	Switchboard: 39921 Switchboard: 39938 Switchboard: 39922+0	Comm. Centre: 39920

NEW YORK TO:	SATELLITE LINK	MISSION OR OFFICE	VOICE NUMBER	FAX NUMBER
Iraq	Baghdad	UNAUB	Comm. Centre: 33010 Comm. Centre: 33586	Comm. Centre: 33009 Comm. Centre: 33587 Comm. Centre: 33081
		UNSCOM	Comm. Centre: 33013	Comm. Centre: 33584
Israel	Jerusalem	UNTSCO	Switchboard: 33001+15 or 600 Switchboard: 33002 Switchboard: 39944	Comm. Centre: 33012
Italy	Brindisi	UNLB	Switchboard: 39915 Switchboard: 39917+6000 Comm. Centre: 69+6703	Comm. Centre: 39916 Comm. Centre: 69+6013
Kenya	Nairobi	UNAMIR UNON	Switchboard: 33084 Switchboard: 33085 Switchboard: 39575+0	Comm. Centre: 33082
Kuwait	Umm Qasr	UNIKOM	Operator: 32681+0 Operator: 32678 Operator: 32682+0 Operator: 33076 Operator: 33077	Comm. Centre: 32679
Lebanon	Naquora	UNIFIL	Switchboard: 33003 Switchboard: 33004 Switchboard: 33008+9	Comm. Centre: 33079
Liberia	Monrovia	UNOMIL	Switchboard: 39927	Comm. Centre: 39924
Macedonia	Skopje	UNPREDEP	Switchboard: 39953 Switchboard: 39954+9	Comm. Centre: 39955
Mozambique	Maputo	UNDP UNHCR WFP	Switchboard: 32675 Switchboard: 32671 Switchboard: 32674	Comm. Centre: 32669 Comm. Centre: 32670
Pakistan	Rawalpindi Islamabad	UNMOGIP OSGA UNOCHA	Switchboard: 33019 Switchboard: 39977 (0400-1300 GMT) Switchboard: 39978	Comm. Centre: 33020 Switchboard: 39977 (1300-0400 GMT)

NEW YORK TO:	SATELLITE LINK	MISSION OR OFFICE	VOICE NUMBER	FAX NUMBER
Gaza Strip	Gaza City	UNRWA UNSCO	Switchboard: 39570 Switchboard: 39571 Switchboard: 39569	Comm. Centre: 39567
Rwanda	Kigali	ICTR	Switchboard: 32663 Switchboard: 39906	Comm. Centre: 33090 Comm. Centre: 34001
Golan Heights		UNDOF	Switchboard: 33005 Switchboard: 33080	Comm. Centre: 39930
Tajikistan	Dushambe	UNMOT	Operator: 34648	Comm. Centre: 34649
Tanzania	Arusha	ICTR	Switchboard: 32850	Comm. Centre: 32848
Western Sahara	Laayoune	MINURSO	Switchboard: 31954 Switchboard: 31955 Switchboard: 31952+211 or 411 Switchboard: 31953+211 or 411	Comm. Centre: 33024

TIE LINE BETWEEN	OFFICE	VOICE	FAX
New York-Addis Ababa	ECA	34957 (Alternate voice/data)	34957 (Alternate voice/data)
New York-Bangkok	ESCAP	Comm. Centre: 61+1234 Comm. Centre: 61+1108 Operator: 61+0	Comm. Centre: 61+1000 Comm. Centre: 61+1002 Comm. Centre: 61+1003
New York-Geneva	UNOG	Switchboard: 26+11	Comm. Centre: 66+70123
New York-Paris	UNESCO	Switchboard: 25+81000	Comm. Centre: 25+85612
New York-Rome	FAO	Switchboard: 65+50001 Switchboard: 65+50002 Switchboard: 65+50003 Switchboard: 65+50004 Switchboard: 65+50005	Telex room: 65+53152
New York-Santiago	ECLAC	Operator: 29+0	Comm. Centre: 29+2200
New York-Vienna	UNOV	Operator: 28+93 Operator: 28+94	Comm. Centre: 68+5821